Docket Number: AUS920010826US1

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DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

the specification of which (check one)

X is attached hereto.

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE

(Number)	(Country)	(MM/DD/YYYY)		_
Prior Foreign Application((s):		Priority Claimed Yes No	
I hereby claim foreign priori applications(s) for patent, in international application whi listed below and have also in breeder's rights certificate(s) application on which priority	ventor's or plant breed ich designated at least dentified below, any fo or any PCT internation	ler's rights certificate(s), or one country other than the preign application for patent	365(a) of any Pounted States of inventor's or pl	CT America, ant
I acknowledge the duty to di 1.56, including for continuat between the filing date of the continuation-in-part applicat	ion-in-part application e prior application and	ns, material information whi	ch became avail	lable
I hereby state that I have revincluding the claims, as ame			lentified specific	cation,
and was amended o	(if applicable)			

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POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; and Cynthia S. Byrd, Reg. No. 39,365.

Send correspondence to: Cynthia S. Byrd, Internal Business Machines, Intellectual Property Law, 11400 Burnet Rd., Austin, Texas 78758 and direct all telephone calls to (512) 823-5884.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF FIRST INVENTOR: Michael Wayne Brown
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INVENTORS SIGNATURE: Jans Markel DATE: 12/10/2007	
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FULL NAME OF FIFTH INVENTOR: Scott Lee Winters	
INVENTORS SIGNATURE: WILL DATE: 12-10. 21	
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Same As Above